

# ***Path to NCQA Accreditation***

**Valerie Martinez, Director of Clinical Quality  
UnitedHealthcare Community Plan of California**

# UnitedHealthcare in California

## UNITEDHEALTH GROUP



- Employer & Individual
- Medicare & Retirement
- **Community & State** (in 31 states)

**Community and State UHCCP CA**  
**Go Live Date:** October 1, 2017

**Service Area:** San Diego County  
(GMC)

**Membership:** 11,600 members



# Why NCQA Health Plan Accreditation?

- Demonstrates a level of health plan performance and commitment to Quality
- Considered the “gold standard” for quality
- Member focus on wellness, Care Coordination, Access, Disease Management, and satisfaction
- Satisfies several DHCS GMC requirements
- Medicaid accredited plans perform better in areas of treatment and prevention than non-accredited plans

- Assessed:
  - Resources – staff and time dedicated
  - Cost – Survey fees, FTEs
  - Timing
  - Competing priorities
  - Benefits and risks
  - Competitive landscape
  - DHCS' valuation of HP Accreditation
  - Apply for Interim or First Survey?

## NCQA Fees

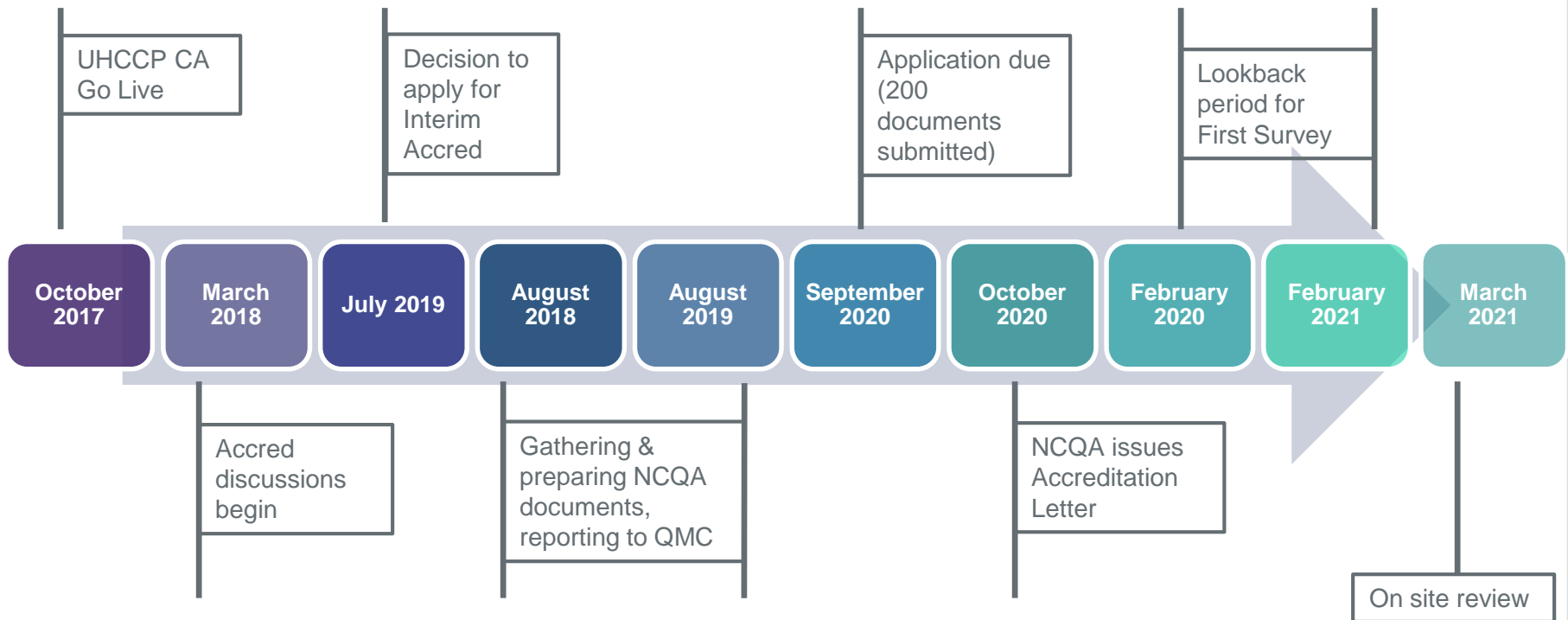
- Application fee - \$15,000
- Base Fee for First & Renewal Surveys - \$39,500
- Base Fee for Interim Surveys - \$26,500
- Per Member Assessment fee - \$0.19
- IRT Tool - \$3,960
- Annual reassessment fee - \$1,950

# Weighing the Advantages and Disadvantages...

Advantages	Disadvantages
Leverage UHC's National NCQA team	Significant internal audit and oversight (CM, UM, DO, G&A)
Corporate credit	Impact to small departments
Gap analysis - estimated that 100% of Standards will be met	High cost vs. small membership
Meaningful CAHPS and HEDIS work now	Risk reporting Year 1-2 HEDIS/CAHPS rates
Standards overlap with GMC requirements	Inadequate time to establish baseline rates and improve scores
Allows UHC to establish best practices soon after go-live	Will pull from competing priorities

- **Interim Survey-**
  - Scored on Standards only and receive Interim Accreditation
  - Accreditation is good for 18 months
  
- **First Survey -**
  - Scored on Standards only and capped at Accredited
  - Includes file review and more documents than Interim Survey
  - Scoring with HEDIS®/CAHPS® is optional at any time if a Plan wishes to achieve higher than the Accredited level
  - Accreditation is good for 3 years

# Accreditation Timeline





# Our Experience

- NCQA recommends beginning work to align with Standards 9 months before survey start date. Should be fully aligned with the requirements 6 months before survey start date.
  - We worked for 14 months to plan and meet all Standards; weekly meetings; managed all Standards on a work plan; added NCQA to QMC/Executive Leadership meeting agendas
  - Scored 100% on all Standards
- Dedicated 2 FTEs to NCQA planning
- Paid \$28,323 for 2019 Interim Survey
- Minimally resource intensive given Corporate Credit. Had to engage multiple departments to gather evidence
- Expect significant work to meet all First Survey requirements
  - Drafting new studies
  - File reviews
  - Preparing work plan now for when lookback period begins
  - Working to engage departments

# Questions?

## Contact information:

Valerie Martinez

[Valerie\\_g\\_martinez@uhc.com](mailto:Valerie_g_martinez@uhc.com)